

CMO Business Continuity Plan

Overview

The goal of Georgia Families is to provide members with high quality coordinated health care in the most efficient manner possible. The Georgia Department of Community Health (DCH) is working hard to ensure that the members of Georgia Families have a diversity of choices when selecting a care management organization (CMO). Through extensive CMO business continuity planning, DCH has taken steps to ensure that Georgia Families members continue to receive access to quality health care services, and Medicaid and PeachCare for Kids™ providers receive timely claims reimbursement.

Program Monitoring and Safeguards

DCH and the Georgia Department of Insurance continue to monitor the financial performance and viability of the care management organizations (CMO), as well as their network adequacy, member and provider services. The CMOs are contractually required to have payment bonds and letters of credit in place. In the event that a CMO exits Georgia with unpaid liabilities, these contractual safeguards would provide the funds to reimburse providers for any unpaid claims.

Questions have been raised about how the current investigation of WellCare® by Federal and State of Florida authorities could affect the Georgia Families program. This investigation has had no impact on access to member care or provider reimbursement in Georgia. WellCare's® Georgia operations have continued without interruption and its leadership is providing frequent updates.

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Phase I: Building the Hurricane Kit

- Create Medicaid Management Information System (MMIS) system changes that will allow a temporary transfer of patients from exiting CMO to fee-for-service in order to maintain continuity of care and payment to providers
- Advanced Planning Document submitted to the Centers for Medicare and Medicaid Services for approval; approved at regional office, awaiting central office approval

Phase II: Stand Ready

- Contract with a vendor that will serve as a back-up CMO in the event one plan exits the market
- Create MMIS System changes and build network and system capacity of Back-up CMO and stand ready

Phase III: Program Enhancements

- Evaluate necessary changes to program to ensure member access and choice in plans in all regions at all times
- To avoid needing to execute the emergency plan, ensure all three regions have a minimum of three viable CMOs that meet all contractual requirements, including network access, financial stability, and provider and member service requirements
- Utilize data from Myers and Stauffer Report to amend existing CMO contracts and internal DCH policies and procedures to increase CMOs accountability to DCH, members and providers